

To: Empower Retirement
Attn. Customer Service Director
P.O. Box 173764
Denver, CO 80217-3764

July 12, 2015

Dear Sir/Ma'am,

I wish to make note of an exceptional customer service experience I had with one of your staff – Pete Naquin.

About a month ago, I decided to roll into Wisconsin Deferred Compensation the assets of a qualified retirement plan that I had with a previous employer. It was a major decision on my part, as the vast majority of my assets were in that plan, about [REDACTED]. So it was a very serious, top-attention situation for me. I know that things can sometimes go wrong when moving money from one plan to another. I had that experience myself years ago in a situation. I needed this to go right... to go smoothly... It's my life savings.

I called the staff at Wisconsin Deferred Compensation and they connected me to a gentleman by the name of Pete Naquin. Right away, I became confident that here's a guy who has a handle on this type of transaction, knows the details, and is taking charge. He was professional, articulate and helped me through this process. He took the time to have me call the previous account administrator, through a conference call, and spoke to them directly to clarify how this transaction would take place. He also made sure that I received a Fed Ex envelope addressed to Empower to send the check to you ASAP. This was a substantial amount of money, and it had to go right. No room for error. I thank Mr. Naquin for his professionalism, knowledge and dedication in making it go without a hitch.

You have a quality employee in Pete Naquin.

Thank you,


Roy Raush
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]